

**ADDENDUM NO. II**

RFP NUMBER: \_\_196880\_\_

RFP TITLE: \_\_\_\_On-Site Medical Clinic\_\_\_\_

DEPARTMENT: \_\_H.R.\_\_\_\_

DATE OF ADDENDUM: \_\_\_\_March 30, 2020\_\_\_\_

DEADLINE FOR QUESTIONS: \_\_\_\_extended to March 26 , 2020\_\_\_\_

RFP DUE DATE/TIME: \_\_\_\_April 16, 2020, 4:00 p.m., e.s.t.\_\_\_\_

**REASON: ANSWERS TO QUESTIONS**

(SIGNED): \_\_\_\_\_(DATE): \_\_\_\_\_

(COMPANY): \_\_\_\_\_

**As acknowledgment of having received this information, the proposer must sign one (1) copy of this page and return it with the proposal.**

**Retain a copy for your file.**

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PURPOSE: \_\_\_\_QUESTIONS AND ANSWERS\_\_\_\_

Question: Is the City seeking to replace the current contractor?

Answer: The City is required to periodically invite vendors to submit proposals for these services. The City seeks the proposal that is determined to be in the best interest of the City and of the beneficiaries of the services. The evaluation team will give fair consideration to all valid proposals using the objective evaluation method portrayed in the RFP document.

Question: Is the City open to other alternatives, such as an operation for combined clinic and pharmacy services?

Answer: Yes, the City will consider all proposals fairly and select the one that is in its best interest.

Question: Who currently provides pharmacy services for the City?

Answer: Currently, On-Site Rx, Inc. has a contract with the City to provide the on-site pharmacy services.

Question: When does the current pharmacy services contract expire?

Answer: The contract is up for renewal toward the end of this year. There are three renewal year options available.

Question: Is the City willing to participate in a local network of shared clinics that would allow your members to access other clinics, and other members to access your clinic?

Answer: No, not at this time.

Question: Is compensation information available for your current clinic staff positions?

Answer: The only compensation information available is the aggregate compensation referenced in the RFP.

Question: Please clarify the request for additional hours in relation to telemedicine?

Answer: The clinic is highly utilized and additional hours will offer operational expansion and flexibility. Many of our members will need diagnostic testing and prefer/are able to be available after normal clinic working hours. Our members work many different shifts so the extra hours will enable them to utilize the clinic more.

Question: How is on-call phlebotomy being run?

Answer: On call blood tests are not part of this RFP but the onsite phlebotomy is being done by current clinic staff. Tests are sent to a local lab for processing.

Question: Do you want to retain current staff?

Answer: If the vendor changes, the City would like to retain the staff. Current staff do not have non-competes.

Question: Please provide the number of occ health visits and breakdown by visit type.

Answer: This was provided in RFP. No other data will be provided at this time.

Question: How many pre-employment psychological tests were performed in 2019?

Answer: The average is 60 annually.

Question: Is there a type of provider that you would prefer for behavioral health?

- LCSW?
- Psychiatrist?
- Psychologist?

Answer: The City would consider any type provided that they are qualified to perform the needed occupational tests outlined in the RFP.

Question: Do current hours listed include lunch breaks?

Answer: The current vendor determines breaks for its staff.

Question: Is the clinic closed at any time during these hours?

Answer: No. Lunches are staggered.

Question: How much time is blocked off each day for walk-ins?

Answer: The current vendor does not have a daily walk-in model, however the City is asking for more walk-in time to be established from the proposals.

Question: Why is the City requesting extra/additional hours?

Answer: The City is asking for more walk-in time to be established from the proposals.

Question: Is Physical Therapy for occ only or is it for occ and primary care?

Answer: Physical therapy is only used for Occupational Health.

Question: What is the target transition implementation date?

Answer: November 1, 2020

Question: Would you like us to price biometric screenings/PHAs included in the overall price or separately?

Answer: The City would prefer these services be covered in the overall administration price and not a pass through.

Question: Who is the vendor providing annual biometric screenings?

Answer: The biometric screenings are all being provided by the current onsite clinic vendor, Marathon Health.

Question: Who is the vendor providing the Comprehensive Health Review?

Answer: The Comprehensive Health Review and Biometric screens are the same.

Question: What are the components of the Comprehensive Health Review? Fingertick or venipuncture?

Answer: Venipuncture. A follow up visit with a provider must be attended.

Question: Do you have incentives in place to drive utilization of HRA?

Answer: The City does not have an HRA model.

Question: Does City prefer a certain pricing model?

Answer: The City prefers a compressive pricing model with limited pass through expenses. The administration fee should cover all services except the allowed pass through cost as outlined in the pricing exhibit.

Question: Can we provide a comprehensive population health management model priced on a PEPM basis with labs and supplies passed through? Is that acceptable? The pricing sheets looks to be based on a cost plus model.

Answer: The City would prefer a fixed price for all services outside of those listed in the pass through section of the pricing exhibit. A PEPM fee will be accepted but the City would prefer a fixed monthly amount not tied to enrollment.

Question: What is the current utilization rate of the health center (primary care)? How does the City define utilization/how do you calculate it?

Answer: Primary care utilization is defined by at least one member appointment with a primary care provider within a 12 month period and completion of an annual comprehensive screening (physical exam, biometrics and health risk assessment).

Question: Current engagement rate of health center (primary care) by member type (employee, spouse, dependent, retiree)?

Answer: EE-65%; Retirees-16%; Spouses-15%; Children-4%

Question: How is engagement calculated?

Answer: Engagement is defined as any engagement with any clinic provider within an 18-month period.

Question: Can the City provide 1-2 years of claims data, both health plan and workers compensation?

Answer: Health plan data has been provided in the RFP and no additional data will be provided at this time.

Question: Current PGs for on-site health center?

Answer: The City will not provide at this time.

Question: Current ROI?

Answer: The City will not provide at this time.

Question: Current telemed vendor?

Answer: The City does not have telemedicine benefits at this time.

Number of telemed visits? NA  
Expectations for telemedicine? See RFP.

Question: Please Confirm if High Deductible Health Plan (HDHP) is HSA or HRA?

Answer: H.S.A.

Question: Are you using the services of a broker/consultant for this RFP? If so who?

Answer: Yes. The City's broker/consultant is Russ Blakely and Associates.

Question: What is the Average Population Age?

Answer: This was provided in the claims and membership information provided.

Question: Are you looking for the responders to provide quotes for fitness center, an on-site pharmacy, and wellness incentive program?

Answer: No.

Question: If injury treatment extends beyond the Health Center, does Nurse Case Manager attend external medical appointments with the patient?

Answer: No.

Question: Does the Health Center have designated exam and work space for occupational care?

Answer: There are 4 exams rooms as well as a room for labs, drug testing room, audiometer room and Physical Therapy room.

1. Why is the City going out to bid for an on-site medical clinic at this time?

Answer: The current contract ends November 1,2020, and the City must go out for RFP per purchasing guidelines.

2. Is it possible to submit a bid electronically via email given the closure of non-essential businesses?

Answer: No. The mail and other delivery services are currently running, and the City is currently accepting all forms of mail: regular, ground, and air mail and hand deliveries at the security desk at the front entrance of City Hall. If that changes prior to the April 16, 2020, 4 pm, est, due date/time for this solicitation, an addendum will be posted with the solicitation materials.

<http://www.chattanooga.gov/purchasing/bidssolicitations>

Question: Is this RFP being cancelled or postponed?

Answer: No. **All** announcements regarding this solicitation will be posted by addendum at:

<http://www.chattanooga.gov/purchasing/bidssolicitations>

END